



ILLINOIS

Rod R. Blagojevich, Governor

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

Maureen T. O'Donnell, Acting Director

MEMORANDUM

TO: Agency IT Coordinators

FROM: Doug Kasamis, Acting Deputy Director, CMS BCCS

DATE: June 29, 2007

SUBJECT: New ESR form

A handwritten signature in black ink, reading "Doug L. Kasamis", is written over the "FROM:" line of the memorandum.

Effective July 2, 2007, CMS BCCS will begin using the new Enterprise Service Request (ESR) form, ESR Workstation Addendum and ESR Laptop Addendum. Please find attached the forms and instructions. You may also download these documents at <http://bccs.illinois.gov/> under IT Forms from the Downloads section under Bureau Links. Please bookmark this URL and visit the CMS BCCS website often to find out what is new at BCCS!

Training on the revised ESR form, report and query generation was provided to IT Coordinators on June 28th at the Capital City Center.

If you have any questions about completing and submitting the forms, please contact the Service Desk at 217-524-4784 or 1-800-366-8768.